approached the Government with proposals to install ATMs in selected Post Offices including those in Karnataka, the matter is at a conceptual stage and no details in this regard have been finalized.

Cell phone consumers

928. SHRI CHO S. RAMASWAMY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of cell phone consumers under various categories of cell phone operated by Government;

(b) what is the turn over on accounts of this cell phone industry;

(c) what is response of the public towards various schemes offered by these operations; and

(d) what steps are being taken to improve upon the quality of the services provided to the consumers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN): (a) Sir, both the Government-owned telecom operating companies *viz.* Bharat Sanchar Nigam Ltd. (BSNL) and Mahanagar Telephone Nigam Ltd. (MTNL) provide Cellular Services. The number of Cell phone consumers with them as on 31.01.2003 are furnished below:

BSNL		MTNL	
Prepaid	672666	Prepaid	116579
Postpaid	594869	Postpaid	124405
Total	12,67,535	Total	2,40,984

(b) As on 31.03.2003, the total turnover of BSNL and MTNL on account of cellular services was around Rs. 133 crores and Rs. 226.87 crores respectively since launch of service.

(c) Response from the public towards the schemes offered by BSNL and MTNL has been very good.

(d) The quality of telecom service is monitored by the Telecom, Regulatory Authority of India (TRAI). They have taken the following steps in this regard:—

(i) issue of Quality of Service (QoS) regulation in July, 2002 for basic and cellular services. This regulation lays down benchmarks for various QoS parameters.

(ii) Monitoring QoS parameters of all cellular operators on quarterly basis.

(iii) Appointing an independent agency to audit QoS parameters of all operators and conduct survey to measure the customer satisfaction. the result of this survey are widely published. The deficiencies are highlighted to the published reports and operators are asked to explain the reason for the same.

(iv) Taking up the consumer complaints of generic nature with the service providers for their redressal.

BSNL and MTNL, constantly monitor the network performance and take necessary measures to provide good quality service. They have opened new customer care centres and call centres to enable quick redressal of customer grievances.

Impact of telecom traiffs increase on I.S.Ps.

929. SHRI PARMESHWAR KUMAR AGARWALLA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the increase in telecom tariffs as announced by TRAI, would affect the Internet Service Providers (ISPs) as well as the internet users;

(b) the existing average cost per hour for surfing the net through a dial-up connections; and

(c) the average cost per hour for surfing the net through a dial-up connection after the revised rates as announced by TRAI come to be effective from April, 2003?